



TORQ Analysis of Production, Planning, and Expediting Clerks to Billing, Cost, and Rate Clerks

INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Billing, Cost, and Rate Clerks	43-3021.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

OUTPUT SECTION:

Grand TORQ:

91

Ability TORQ				Skills TORQ				Knowledge TORQ			
Level			96	Level			91	Level			86
Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Mathematical Reasoning	41	9	56	Writing	63	4	73	Clerical	74	8	81
Near Vision	55	5	59	Active Listening	68	3	83	English Language	51	1	70
Number Facility	44	5	53	Reading Comprehension	67	2	73				
Speech Recognition	48	4	65								
Information Ordering	48	4	59								
Category Flexibility	44	3	56								

LEVEL and IMPT (IMPORTANCE) refer to the Target Billing, Cost, and Rate Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Billing, Cost, and Rate Clerks.

ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Production, Planning, and Expediting Clerks		Billing, Cost, and Rate Clerks		Importance
Oral Comprehension	55		51		68
Oral Expression	53		50		68
Speech Recognition	44		48		65
Speech Clarity	44		44		65
Problem Sensitivity	46		44		62
Deductive Reasoning	48		42		62



Written Comprehension	51		48		59
Inductive Reasoning	44		41		59
Information Ordering	44		48		59
Near Vision	50		55		59
Category Flexibility	41		44		56
Mathematical Reasoning	32		41		56
Number Facility	39		44		53
Written Expression	50		42		50
Selective Attention	37		35		50

Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Importance
Active Listening	65	68	83
Speaking	62	60	77
Mathematics	59	48	74
Reading Comprehension	65	67	73
Writing	59	63	73
Time Management	53	53	70

Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Importance
Clerical	66	74	81
English Language	50	51	70

Experience & Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks
10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	11%	Master's Degree	4%	0%
2-4 years	19%	14%	Post-Bachelor Cert	0%	0%
1-2 years	9%	35%	Bachelors	12%	18%
6-12 months	34%	15%	AA or Equiv	20%	24%
3-6 months	1%	8%	Some College	10%	4%
			Post-Secondary Certificate	7%	15%



1-3 months	1%	0%	High School Diploma or GED	44%	35%
0-1 month	0%	0%	No HSD or GED	0%	1%
None	2%	13%			
Production, Planning, and Expediting Clerks			Billing, Cost, and Rate Clerks		
Most Common Educational/Training Requirement:					
Short-term on-the-job training			Moderate-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			3 - Job Zone Three: Medium Preparation Needed		
Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.			Previous work-related skill, knowledge, or experience is required for these occupations. For example, an electrician must have completed three or four years of apprenticeship or several years of vocational training, and often must have passed a licensing exam, in order to perform the job.		
These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.			Most occupations in this zone require training in vocational schools, related on-the-job experience, or an associate's degree. Some may require a bachelor's degree.		
Employees in these occupations need anywhere from a few months to one year of working with experienced employees.			Employees in these occupations usually need one or two years of training involving both on-the-job experience and informal training with experienced workers.		

Tasks

Production, Planning, and Expediting Clerks

Core Tasks

Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

Specific Tasks

Occupation Specific Tasks:

- Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.
- Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using

Billing, Cost, and Rate Clerks

Core Tasks

Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Updating and Using Relevant Knowledge - Keeping up-to-date technically and applying new knowledge to your job.

Specific Tasks

Occupation Specific Tasks:

- Answer mail and telephone inquiries regarding rates, routing, and procedures.
- Compile reports of cost factors, such as labor, production, storage, and equipment.
- Compute credit terms, discounts, shipment charges, and rates for goods and services in order to complete billing



priority schedules, adding machines, calculators, or computers.

- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.
- Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.
- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other interruptions, collaborating with management, marketing, sales, production, and engineering.

Detailed Tasks

documents.

- Consult sources such as rate books, manuals, and insurance company representatives in order to determine specific charges and information such as rules, regulations, and government tax and tariff information.
- Contact customers in order to obtain or relay account information.
- Estimate market value of products or services.
- Keep records of invoices and support documents.
- Operate typing, adding, calculating, and billing machines.
- Perform bookkeeping work, including posting data and keeping other records concerning costs of goods and services and the shipment of goods.
- Prepare itemized statements, bills, or invoices; and record amounts due for items purchased or services rendered.
- Resolve discrepancies in accounting records.
- Review compiled data on operating costs and revenues in order to set rates.
- Review documents such as purchase orders, sales tickets, charge slips, or hospital records in order to compute fees and charges due.
- Track accumulated hours and dollar amounts charged to each client job in order to calculate client fees for professional services such as legal and accounting services.
- Type billing documents, shipping labels, credit memorandums, and credit forms, using typewriters or computers.
- Update manuals when rates, rules, or regulations are amended.
- Verify accuracy of billing data and revise any errors.

Detailed Tasks

Detailed Work Activities:

- answer customer or public inquiries
- compile data for financial reports
- complete patient bills
- compute financial data
- detect discrepancies on records or reports
- ensure correct grammar, punctuation, or spelling
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms



Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

Technology - Examples

Accounting software

- Peachtree Premium Accounting for Manufacturing

Analytical or scientific software

- KAPES software

- Micro Estimating FabPlan

- MFI Systems Costimator JS

Calendar and scheduling software

- Workbrain Employee Scheduling

Data base reporting software

- InetSoft software

- Tuppas software

Enterprise resource planning ERP software

- Epicor Vantage

- maintain account records
- maintain balance sheets
- maintain inventory of office forms
- maintain records, reports, or files
- operate business machines
- prepare billing statements
- prepare cost estimates
- prepare reports
- process account invoices
- reconcile or balance financial records
- resolve customer or public complaints
- use accounting or bookkeeping software
- use accounting terminology
- use computers to enter, access or retrieve data
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- verify data from invoices to ensure accuracy
- write business correspondence

Technology - Examples



- Exact Software Macola ES
- Geac MPC Production
- Maynard PlanStaff Manager (enterprise resource planning ERP feature)
- MicroStrategy Report Services
- PRONTO XI
- SAP software
- SYSPRO software
- Financial analysis software
- Cost estimation software
- Human resources software
- Maynard PlanStaff Manager (human resources feature)
- Questek Humanis
- Industrial control software
- Honeywell Wintress PACNet
- Inventory management software
- Accvision ABMS
- iCode Everest
- RyTech Inventory Control Software
- Materials requirements planning logistics and supply chain software
- ABB Production Planning software
- ADi SmartBOL
- Applied Software Technologies Asset Maintenance and Materials Management System
- Asprova software
- Bills of lading software
- Concept 3000 software
- Creo Synapse Upfront
- DM2 Bills of Lading Software
- eLading Bill of Lading Software
- Enterprise Logix software
- ERP INDUSTRIOS Material Planning
- Factory Edge MRP
- Giraffe Production Systems software



- Ingenious ProPlan
- Ingenious ProSched
- InteProc Material Requirements Planning
- Interwave Technology RS Bizware Scheduler
- Lamar Info Net
- LSA Visual DBR
- LSA Visual Easy Lean
- Made2Manage Supply Chain Management
- Niku Clarity
- Oracle Flow Manufacturing
- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software
- Pivotal Z Prestige Scheduler
- PMC KanbanSIM
- Preactor APS
- Preactor Finite Capacity Scheduling
- Production scheduling and planning software
- RSS Solutions NaView
- Sage MAS 90
- Sage Timberline Office software
- Stratford Group INMASS/MRP
- Waterloo Hydrogeologic TACTIC

Procurement software

- Aestiva Purchase Order

Spreadsheet software

- Microsoft Excel

Time accounting software

- Work Technology WorkTech Time
- Workbrain Time and Attendance

Word processing software

- Microsoft Word

Tools - Examples

- Desktop computers



- Notebook computers
- Personal computers
- Scanners

Labor Market Comparison

Description	Production, Planning, and Expediting Clerks	Billing, Cost, and Rate Clerks	Difference
Median Wage	\$ 38,490	\$ 27,580	\$(10,910)
10th Percentile Wage	\$ 27,320	\$ 20,390	\$(6,930)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 31,490	\$(15,510)
90th Percentile Wage	\$ 57,580	\$ 36,570	\$(21,010)
Mean Wage	\$ 40,730	\$ 27,790	\$(12,940)
Total Employment - 2007	1,320	1,990	670
Employment Base - 2006	1,287	2,045	758
Projected Employment - 2016	1,279	2,066	787
Projected Job Growth - 2006-2016	-0.6 %	1.0 %	1.7 %
Projected Annual Openings - 2006-2016	35	28	-7

National Job Posting Trends

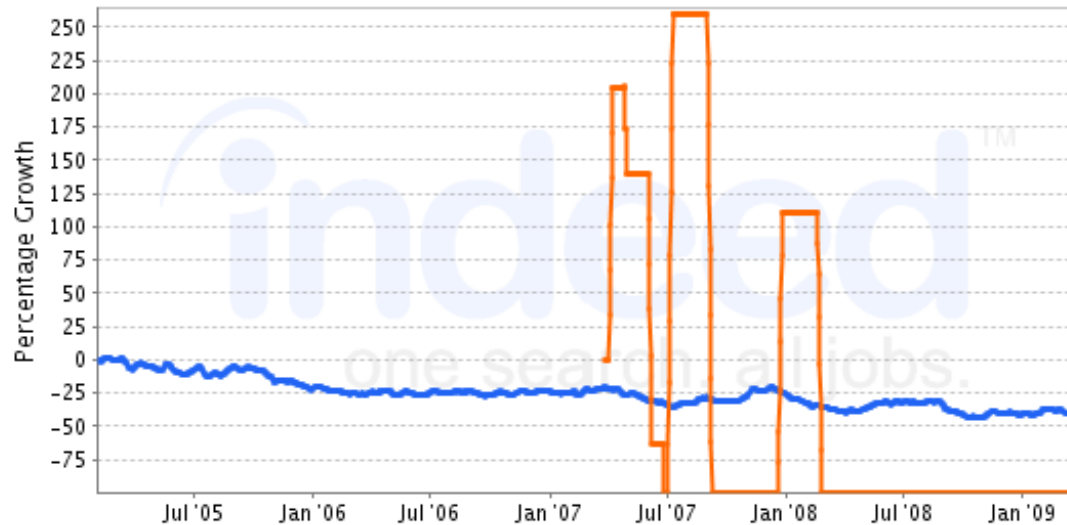
Trend for Production, Planning, and Expediting Clerks

Trend for
Billing,
Cost, and
Rate Clerks



Job Trends from Indeed.com

— Production Planning and Expediting Clerk — Rate Clerk



Data from [Indeed](http://Indeed.com)

Recommended Programs

Accounting Technician

Accounting Technology/Technician and Bookkeeping. A program that prepares individuals to provide technical administrative support to professional accountants and other financial management personnel. Includes instruction in posting transactions to accounts, record-keeping systems, accounting software operation, and general accounting principles and practices.

Institution	Address	City	URL
Central Maine Community College	1250 Turner St	Auburn	www.cmcc.edu
Kennebec Valley Community College	92 Western Ave	Fairfield	www.kvcc.me.edu
University of Maine at Machias	9 O'Brien Ave	Machias	www.umm.maine.edu
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	www.nmcc.edu

Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
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43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76
13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58
11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44
13-2021.01	Assessors	86	3	390	\$41,840.00	\$3,350.00	8%	20
13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9
41-3031.02	Sales Agents, Financial Services	86	4	0	\$65,230.00	\$26,740.00	5%	33

Top Industries for Billing, Cost, and Rate Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Offices of physicians	621100	17.01%	92,153	104,488	13.39%
General medical and surgical hospitals, public and private	622100	7.79%	42,214	42,062	-0.36%
Accounting, tax preparation, bookkeeping, and payroll services	541200	5.93%	32,120	34,285	6.74%
Management of companies and enterprises	551100	3.94%	21,323	22,123	3.75%



Local government, excluding education and hospitals	939300	2.88%	15,598	15,770	1.10%
Offices of dentists	621200	1.79%	9,712	10,372	6.80%
Depository credit intermediation	522100	1.73%	9,371	8,599	-8.24%
Employment services	561300	1.57%	8,524	9,710	13.91%
General freight trucking	484100	1.53%	8,265	8,413	1.80%
Automobile dealers	441100	1.53%	8,304	8,478	2.10%
Office administrative services	561100	1.50%	8,120	9,266	14.11%
Legal services	541100	1.32%	7,148	7,066	-1.15%
Professional and commercial equipment and supplies merchant wholesalers	423400	1.27%	6,896	7,235	4.91%
Self-employed workers, primary job	000601	1.26%	6,802	6,522	-4.12%
Home health care services	621600	1.24%	6,701	9,348	39.49%

Top Industries for Production, Planning, and Expediting Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%